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Refund Policy

COMPANY	Docree Demo Funding Ltd
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SECTION 01

Introduction

1.1 Docree Demo Funding Ltd (hereinafter referred to as "the Company" or "Docree Demo Funding") operates a proprietary trading evaluation program (the "Program") that provides traders with the opportunity to demonstrate their skills through structured evaluation phases.

1.2 This Refund Policy (the "Policy") governs all requests for refunds, cancellations, and credits relating to evaluation fees, account reset fees, add-on services, and any other purchases made through the Company's website or platform. By purchasing any product or service from the Company, the Participant agrees to the terms set out in this Policy.

1.3 This Policy forms part of the Client Agreement between the Participant and the Company. In the event of any conflict between this Policy and the Client Agreement, the Client Agreement shall prevail unless this Policy expressly states otherwise.

1.4 The Company reserves the right to amend this Policy at any time. Any changes will be published on the Company's website and will take effect immediately upon publication. It is the Participant's responsibility to review this Policy periodically.

SECTION 02

Evaluation Fee Refunds

IMPORTANT

Evaluation fees are generally non-refundable once the Participant has commenced trading activity on the evaluation account. Please review this section carefully before making a purchase.

2.1 General Rule

2.1.1 All evaluation fees are non-refundable once the Participant has placed the first trade on the evaluation account. By placing a trade, the Participant acknowledges that they have utilized the evaluation service and that the fee is fully earned by the Company.

2.1.2 The evaluation fee is a payment for access to the Company's simulated trading environment, technology infrastructure, data feeds, and evaluation services. It is not an investment, deposit, or trading capital, and it does not entitle the Participant to any guaranteed outcome.

2.2 Cooling-Off Period

2.2.1 Where applicable laws provide for a mandatory cooling-off or withdrawal period for online purchases, the Participant may request a full refund within the statutory period, provided that no trading activity has taken place on the evaluation account.

2.2.2 If the Participant has placed any trade during the cooling-off period, the right of withdrawal is waived, as the digital service has been fully accessed and utilized. The Participant expressly consents to this waiver at the time of purchase.

2.2.3 To exercise the cooling-off right, the Participant must submit a written request to hello@docree.com before the expiry of the applicable statutory period and before placing any trades.

2.3 Exceptions to Non-Refundability

2.3.1 The Company may, at its sole discretion, issue a refund in exceptional circumstances, including but not limited to:

- A verified technical failure on the Company's platform that materially prevented the Participant from accessing or using the evaluation account
- A duplicate charge resulting from a payment processing error
- An unauthorized payment made without the Participant's consent, provided the Participant reports the unauthorized charge within fourteen (14) calendar days of the transaction
- The Company's inability to deliver the purchased evaluation service due to reasons solely attributable to the Company

2.3.2 The determination of whether an exceptional circumstance exists rests entirely with the Company. The Company's decision regarding refund eligibility is final.

SECTION 03

Refund Eligibility

3.1 A Participant may be eligible for a refund under the following circumstances, subject to the Company's review and approval:

3.1 Technical Issues

3.1.1 If a verified and documented technical issue on the Company's side directly caused the Participant to fail the evaluation or prevented the Participant from trading, the Company may, at its discretion, offer a full or partial refund, a free account reset, or a complimentary retry.

3.1.2 Technical issues attributable to the Participant's own equipment, internet connection, third-party software, or the trading platform provider do not qualify for a refund. The Company is not responsible for outages or disruptions caused by third-party infrastructure.

3.1.3 The Participant must report any technical issue within forty-eight (48) hours of the occurrence by contacting the Company's support team with relevant evidence, including screenshots, trade

logs, and a description of the issue.

3.2 Duplicate Charges

3.2.1 If the Participant has been charged more than once for the same evaluation purchase due to a payment processing error, the Company will refund the duplicate amount upon verification. The Participant must provide proof of the duplicate charge, such as a bank or payment provider statement.

3.2.2 Duplicate charge refunds will be processed within fourteen (14) business days of verification.

3.3 Unauthorized Payments

3.3.1 If a payment was made without the Participant's authorization (e.g., due to fraud or unauthorized use of a payment method), the Participant must notify the Company within fourteen (14) calendar days of the transaction date.

3.3.2 The Company will investigate the claim and may request additional documentation from the Participant or the payment provider. If the unauthorized nature of the payment is confirmed, the Company will issue a full refund.

3.3.3 The Participant is encouraged to simultaneously report the unauthorized charge to their bank or payment provider and to take appropriate steps to secure their payment method.

SECTION 04

Free Retry and Reset Credits

4.1 The Company may, from time to time, offer free retries, reset credits, discount codes, or promotional benefits (collectively, "Credits") as part of marketing campaigns, loyalty rewards, or special offers.

4.2 Credits have no monetary value and are not redeemable for cash. Credits cannot be refunded, exchanged, or converted to any form of monetary payment under any circumstances.

4.3 Credits are non-transferable. They may only be used by the Participant to whom they were issued and only on the account for which they were designated. Any attempt to transfer, sell, or trade Credits to another person will result in the immediate forfeiture of the Credits and may lead to account termination.

4.4 Credits may be subject to expiry dates and usage conditions as specified at the time of issuance. Expired or unused Credits will be voided without compensation.

4.5 The Company reserves the right to revoke any Credits that were issued in error, obtained through abuse of the promotional system, or awarded based on fraudulent or misleading information.

SECTION 05

Refund Process

5.1 How to Request a Refund

5.1.1 All refund requests must be submitted in writing by sending an email to hello@docree.com. The email must include the following information:

- The Participant's full name and registered email address
- The evaluation account number or order reference number
- The date and amount of the transaction
- A clear explanation of the reason for the refund request
- Any supporting documentation (screenshots, transaction receipts, bank statements, error logs, etc.)

5.1.2 Refund requests that do not include the required information may be delayed or rejected. The Company may request additional information or clarification from the Participant before processing the request.

5.2 Timeframe for Processing

5.2.1 The Company will acknowledge receipt of a refund request within two (2) business days and will aim to resolve the request within fourteen (14) business days from the date of receipt.

5.2.2 Complex cases involving technical investigations, payment provider inquiries, or fraud reviews may require additional time. The Company will keep the Participant informed of the progress of their request.

5.3 Method of Refund

5.3.1 Approved refunds will be returned to the original payment method used for the purchase. The Company does not issue refunds to alternative payment methods, bank accounts, or third-party wallets unless the original payment method is no longer available.

5.3.2 Refund processing times depend on the payment provider and may take up to ten (10) business days to appear in the Participant's account after the Company has initiated the refund.

5.3.3 Any transaction fees, currency conversion charges, or bank charges incurred during the original payment may not be refundable. The Company is not responsible for any fees imposed by the Participant's bank or payment provider.

SECTION 06

Chargebacks and Disputes

WARNING

Filing a chargeback or payment dispute without first contacting the Company constitutes a breach of this Policy and the Client Agreement. The consequences outlined below will apply immediately.

6.1 The Participant agrees to contact the Company's support team to resolve any payment dispute before initiating a chargeback, payment reversal, or dispute through their bank, credit card company, or payment provider.

6.2 If a Participant files a chargeback or payment dispute without first attempting to resolve the matter directly with the Company, the following consequences will apply immediately:

- All evaluation and funded accounts held by the Participant will be terminated immediately, and any unrealized or pending profits will be forfeited
- The Participant will be permanently banned from the Program and will not be permitted to register for any future evaluations or services
- The Participant's information may be shared with fraud prevention databases and industry partners for the purpose of preventing abuse
- The Company reserves the right to pursue recovery of any losses, fees, or costs incurred as a result of the chargeback, including but not limited to chargeback fees imposed by the payment processor

6.3 The Company will cooperate with payment providers and financial institutions in the investigation of any chargeback or dispute and will provide evidence of the service delivered, including trade logs, account activity records, and communication history.

6.4 If a chargeback is filed and subsequently reversed in the Company's favor, the Company may, at its sole discretion, reinstate the Participant's account. However, the Company is under no obligation to do so.

SECTION 07

Exceptions and Special Circumstances

7.1 The Company recognizes that exceptional circumstances may arise that are not explicitly covered by this Policy. In such cases, the Company may exercise discretion in granting a refund, credit, or alternative resolution.

7.2 Examples of exceptional circumstances that the Company may consider include, but are not limited to:

- Documented medical emergencies that prevented the Participant from using the evaluation account within any applicable time period
- Significant and prolonged platform outages caused solely by the Company that materially impacted the Participant's evaluation
- Circumstances constituting force majeure, including natural disasters, acts of war, government restrictions, or other events beyond the reasonable control of either party

- Death or legal incapacity of the Participant, upon receipt of appropriate documentation from authorized representatives or next of kin

7.3 Any decision to grant a refund, credit, or alternative resolution under this section is entirely at the Company's sole discretion and does not establish a precedent for future requests.

7.4 The Participant must provide adequate supporting documentation for any claim made under exceptional circumstances. The Company reserves the right to verify all documentation and to request additional evidence as needed.

SECTION 08

Contact Information

8.1 For all refund requests, payment inquiries, and billing disputes, the Participant should contact the Company using the following details:

Company Name	Docree Demo Funding Ltd
Support Email	hello@docree.com
Complaints Email	complaints@docree.com
Website	https://docree.com
Registered Address	Sample Address, P.O. Box 000, Road Town, Tortola, British Virgin Islands

8.2 The Company's support team is available during regular business hours and will respond to all inquiries within two (2) business days. The Participant is advised to include their account details and order reference in all correspondence to facilitate a prompt response.

8.3 If the Participant is not satisfied with the outcome of a refund request, they may escalate the matter by writing to the Company's compliance team at compliance@docree.com. The compliance team will conduct an independent review and respond within fourteen (14) business days.

Document	Refund Policy
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Support	hello@docree.com

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